



**HEALTH
AFFAIRS**



Solutions for Disability Related Disputes

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**Computer/Electronic Accommodations
Program**



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The Big Picture



- Legal Climate

- Rehabilitation Act
 - Section 501, 504, 508
- EEOC Reasonable Accommodation Guidance
- Telecommunications Act, Section 255
- Americans with Disabilities Act



- Federal Climate

- Department of Labor Office of Disability Employment Policy
- President Bush – New Freedom Initiative
- President's Management Agenda





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President's Management Agenda



- Human Capital Standards and Scorecard
 - Strategic Alignment
 - **Workforce Planning and Deployment**
 - Leadership and Knowledge Management
 - Results-Oriented Performance Culture
 - **Accountability**

How green are y



Building Excellence with the Human Capital Framework



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Developing an ADR Program



- What is your agency's mission?
- Does your agency have a reasonable accommodation plan?
- How can you use your agency's reasonable accommodation plan to resolve your disability related disputes?

- *What is our overall goal?*

Integration of policies and programs:

- To increase employment and opportunities for people with disabilities
- Decrease EEO complaints



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Creating Your ADR Program



- Identify organizational structure
- Identify disability population
- Identify reasonable accommodation methods
- Identify reasonable accommodation resources
- Identify accommodation process
- Report to stakeholders





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Identify Organizational Structure



- Review your agency's organizational chart
 - Hierarchy
 - Location
 - Communications channels
- ADR Team Members
 - Human Resources
 - EEO
 - Supervisors
 - Workers' Compensation
 - Telework
 - Disability Program Managers – Full-time/collateral duty





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Identify Disability Population



- New Employees
 - Schedule A/B appointments
 - Workforce Recruitment Program (WRP)
- Current Employees
 - Retention
 - Workers' Compensation
 - Telework
 - Career development and promotion



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Retention

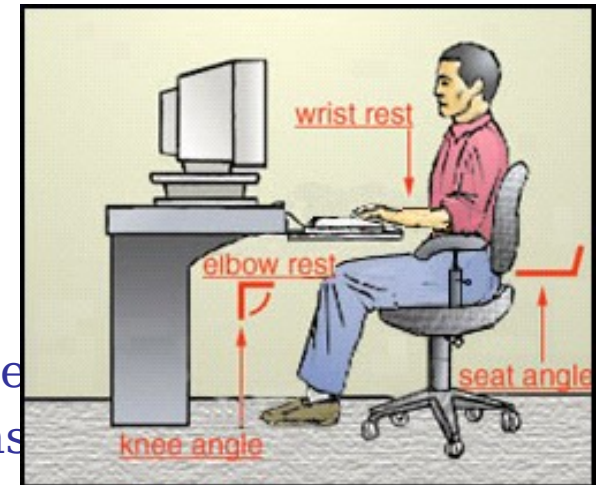


Office Ergonomics

- *Ergonomics is the field of study that seeks to fit the job to the person, rather than the person to the job*

Disability Prevention

- Training / workshops
- HWPP Fact Sheet
- Workplace Ergonomics Reference Guide
- Needs Assessments and Demonstrations



Disability Accommodation

- Individuals that have developed a Musculoskeletal Disorder, Cumulative Trauma Disorder, Repetitive Stress Injury or Carpal Tunnel Syndrome



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Workers' Compensation



- Assist Workers' Compensation claimants in the return-to-work process
 - Team with WC officials to evaluate needs of employee
 - Explore methods of working in a safer environment
 - Provide necessary accommodations to enhance productivity
 - Alternate dispute resolution
 - Telework options
- Workers' Compensation -- ***A different kind of green!***



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Telework



- Background
 - Work away from central office one or more days per week
 - Increase productivity, and accommodates employees with disabilities
- Target groups
 - Recipients of Workers' Compensation payments
 - Persons who may be subjected to disability retirement
 - Employees with disabilities who could be more productive and/or have accessibility issues
- Equipment
 - Assistive technology
 - Computer hardware and software, fax machine, printer



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Identify Reasonable Accommodation Methods



- How can you accommodate people with disabilities?
 - Making facilities accessible
 - Job restructuring
 - Modified work hours or location
 - Provide qualified readers and interpreters
 - Orientation: new employee, co-worker, workplace
 - **Acquisition or modification of equipment or assistive devices**

- *What is reasonable?*



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Identify Accommodation Resources



- Executive Order 13164: Requiring Federal Agencies to Establish Procedures to Facilitate the Provision of Reasonable Accommodation
- EEOC Guidance: Establishing Procedures to Facilitate the Provision of Reasonable Accommodation
- Job Accommodation Network
- Computer/Electronic Accommodations Program
- Assistive Technology Centers
 - DoD CAPTEC
 - USDA TARGET Centers (HQ and Midwest)
 - DOI Accessible Technology Center
 - DOT Disability Resource Center
 - Ed's AT Program
 - GSA AT Showcase
- State Vocational Rehabilitation Services





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Identify Accommodation Process



- Needs Assessment:
 - Review employee doing the job
 - Identify the functional limitations
 - Identify the impact of the functional limitations at the job
 - Identify potential reasonable accommodation solutions

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Accommodation Process

Overview

- [Needs Assessment](#)
- [Accommodation Solution](#)
- [Request Submission](#)
- [Training](#)
- [Customer Care](#)



The success of the CAP accommodation process begins with your involvement in the identification of the appropriate accommodation solutions. In order for CAP to expedite your request, follow the five step process: 1) needs assessment, 2) Accommodation Solution, 3) complete and submit the CAP Request Form, 4) identify if training is required and 5) feedback on customer service you received from CAP.

For additional information, go to [CAP Services](#).

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Needs Assessment

Examine your job requirements and functional capabilities

Accommo- dation Solution

Assistive technologies and related

Request Submission

Now that you have determined a solution, request it here!

Training

Learn how to best use your assistive technology or to arrange other

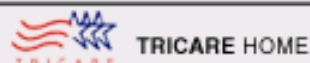
Customer Care

Discover how CAP ensures you receive excellent service.



Enter your E-mail

[Submit](#)



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Needs Assessment

Accommodating Persons with Disabilities:
The Needs Assessment Process

Choosing appropriate accommodations is best done on a case-by-case basis. It is important to recognize that people with disabilities have different capabilities and varying degrees of disabling conditions. Accommodation needs must be evaluated in light of a person's job functions and technical environment (e.g., workstation configuration). To ensure that the appropriate accommodations will be provided, a needs assessment should be conducted addressing three areas: The Job, The Individual, and The Solution.

Before you begin the CAP Accommodations Process, please check to see if your Agency has an [Assistive Technology Center](#) that could assist you with your needs assessment.

A. The Job

Start the needs assessment process by reviewing your job to determine the best

B. The Individual

The needs assessment process considers the requirements of the job and



Enter your E-mail



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Accommodation Solution

Successful accommodation of people with disabilities can be achieved by reviewing the current position, identifying the potential barriers and providing the appropriate accommodations. It is essential that the employee being accommodated and their supervisor work together to evaluate the worksite and determine the most effective accommodation. CAP accommodation specialists assist in:

- Identifying the best accommodation for the person's needs ensuring the accommodation is compatible with the workstation, computer and telecommunication systems
- Identifying alternative approaches and accommodations that may be more suitable for the individuals in the specific work environment
- Ensuring that the individual is involved in determining the most appropriate accommodation and completing the request for assistive technology and/or services

Choose an Accommodation Solution

[Assistive Technology](#)



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Accommodation Solution

Assistive Technology

Blind/Low Vision

Monitor: A monitor between 19 and 21 inches enlarges the printed screen to allow better viewing of computer fonts. This slight enlargement is often enough for persons with limited vision to view the computer screen comfortably.

Magnification: Printed information is magnified in two ways. (1) a closed circuit television (CCTV) camera which takes a picture of hard copy (examples include: printed material, handwritten information, and diagrams), and shows it on a computer screen. (2) computer software which enlarges print on the computer screen. Images can be enlarged up to 16 times, and the user controls print size, color contrast, and color selection.

Scanner/Readers: A scanner/reader converts typewritten or typeset material into clearly spoken synthesized speech. Once scanned, text can be read immediately, stored on computer disk, saved into a word processing application, or prepared for Braille production.



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People with Disabilities

Assistive Technology



MAGic



Lunar Screen Magnifier



ZoomText Xtra Level 1 & 2



PRISMA



PRISMA VISION



Liberty



Liberty Solo



ANDROMEDA



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People with Disabilities

Blind/Low Vision

Assistive Technology - Magnification

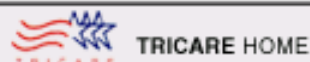


Weights just 3 pounds and collapses into a mere 2 1/2 inches in height

Connect Prisma directly to any standard TV monitor (via the RCA video-in or RF input connection) whether 14", 20" or larger. Change the magnification level by simply adjusting the camera height.

- 4x – 35x on a 14" monitor
- 6x – 53x on a 20" monitor

Prisma incorporates a highly sensitive ambient light digital camera providing a high contrast reading and writing image in most settings. To accommodate low light environments, Prisma features discrete assistive white lights enhancing image contrast without alarming reflections.

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Request Submission

CAP uses a team approach in the request process. We are divided into disability teams - Deaf/Hard of Hearing, Dexterity, and the Blind/Low Vision/Cognitive and Communication team. Once you have completed the needs assessment and/or identified the appropriate accommodation, the CAP Request Form should be submitted to request the solution that is identified. The form is reviewed by the appropriate CAP Team for completeness and compatability of the requested accommodation for a person and/or office environment. Please make sure you address how the accommodation will assist the user or increase access to an office. Additional information or medical documentation may be required. Examples of additional requirements include documentation for assistive technology for ergonomic related injuries or for the need of a larger monitor.

Name of Person or Office to be Accommodated:

First Name:

Middle Initial:



Enter your E-mail

Submit



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Training

CAP will cover costs of training to help people with disabilities (DoD or Federal agency partners) learn to use all types of assistive technology accommodations. The [CAP Accommodation Request Form](#) should be submitted to request training.

More on [Assistive Technology Training](#)

CAP provides support services for [DoD employees with disabilities](#) attending training classes for 2 days or more. The agency requesting service is responsible for making the arrangements for the services of the interpreter, reader, or personal assistant. A CAP Request Form needs to be submitted to the CAP Office fifteen days prior to the beginning of the training session. CAP can provide the following support services for people who attend training classes:

- **Sign Language Interpreters and Computer-Aided Real-Time Notetaking (CART) Services:** CAP will cover the cost of sign language interpreters or CART services for people who are deaf or hard of hearing who must attend information technology or computer related training courses. [Interpreter Services Database](#)



Enter your E-ma

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Customer Care

Each customer will receive notifications regarding their CAP request. To ensure customer satisfaction, CAP will contact you at the following times:

- Confirmation e-mail sent when the requested assistive technology/accommodation has been ordered
- 1 month follow-up from date of order
- CAP Satisfaction Survey sent via e-mail three months after receipt of accommodation to ensure it is functioning properly and meeting your needs

Congratulations! You have completed the CAP process. It is the CAP team's commitment to ensure your satisfaction. Please [contact CAP](#) with any feedback and/or suggestions to improve our services and online accommodation process.



Enter your E-mail

[Submit](#)



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Technology Solutions for Hearing Disabilities



CAP Provides:
teletypewriters (TTY

- PC/TTYs
- Signaling Devices
- Amplification Devices





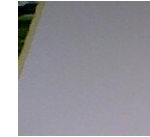
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Technology Solutions for Visual Disabilities



CAP Provides:

- Magnification
- Scanner/Readers
- Braille Displays
- Portable Notetakers





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Technology Solutions for

Dexterity CAP Provides: Disabilities

Voice-Recognition Software

- Alternative Keyboards
- Alternative Pointing Devices





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Computer/Electronic Accommodations Program (CAP)



- *Real solutions for real needs*
 - Fifty-Eight Federal Partners
 - Over 34,000 accommodations provided
- CAP Services
- Conduct needs assessments for employees
 - On-site assessment of employee needs
 - Provision of outside resources for employee needs
- Procure Equipment
 - Equipment purchased using IMPAC VISA



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Report to Stakeholders



- Did your ADR plan:
 - Impact your Human Capital Scorecard?
 - Improve your employment plan?
 - Decrease cost and number of disability complaints?
 - Provide an environment free of discrimination?
 - Provide an environment that addresses the needs of employees with disabilities?



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Increase the Possibilities



***Increased
Employment
of People
with
Disabilities***

Report and Renew

Population

Methods

Resources

Accommodations

Create your ADR Plan



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CAP is Accessible



- CAP Office 703-681-8813 (Voice)
- 703-681-0881 (TTY)
- Fax 703-681-9075
- CAPTEC 703-693-5160 (Voice)
- 703-693-6189 (TTY)
- E-mail cap@tma.osd.mil
- WWW www.tricare.osd.mil/cap